



National Park Service
Park Operations and Education



Risk Management Newsletter

Edition I

Risk Management

May 2000

Risk Management Newsletter

The National Park Service is committed to providing a safe and healthful work environment. Because of your commitment to employee safety we are reaping a number of success milestones Servicewide. The purpose of this newsletter is to acknowledge and applaud your fine efforts on the outstanding safety successes that are being accomplished throughout the National Park Service and share best practices, new information and lessons learned. It is our desire to communicate and share this information and what better means than a newsletter! This is the first edition of many to follow and we welcome your input, as this will certainly have a bearing on the life of this publication. Please feel free to submit any successes you have experienced and would be beneficial to your colleagues. Submissions should be sent to Mary Davis, Data Manager, Risk Management Division, 1849 C Street, NW, Room 7424, Washington, DC 20240.

“Safety Success Milestones in the National Parks”



Natchez Trace Parkway

We have implemented modifications to our pre-existing Safety Program from rewriting the parkway documented safety plan to revitalizing the parkway safety committee. During FY 1999 we implemented a Safety Award/Reward Program to acknowledge accident-free employees. The following identifies measures the parkway has implemented to enhance the safety program and accomplishments observed:

- Every district conducts at least one formal monthly safety meeting and weekly tailgate sessions are conducted.
- All current supervisors have attended “Safety for Supervisors” with new supervisors being scheduled at first available session.
- The safety committee is made up of field personnel that attends formal safety training at first available session.
- All employees receive some type of safety training informally, through safety brochures distributed or items presented at monthly safety meetings. Although supervisors and safety committee members have top priority, other employees receive formal training as available.

- The safety committee has inspected the entire parkway with all critical hazards identified abated. An inspection of the entire parkway is presently underway due to the new safety committee established at the first of the year (new members elected every 2 years with a goal of having ALL employees serve on the safety committee at some point in time.
- New safety posters are displayed throughout the parkway.
- Maintenance supervisors maintain PPE forms on subordinate employees to assure every employee has proper equipment and apparel.
- Elements of Behavior Based Safety are used to identify at-risk behavior to eliminate accidents and injuries.
- Supervisors and employees develop Job Hazard Analysis (JHA) on repetitive tasks and new jobs to identify any hazards associated with that particular task.
- A safety video library has been established.
- The Safety Management Information System (SMIS) is being accessed to post and review accidents and to retrieve safety information and statistics regarding parkway injuries and data.
- A "Safetygram" is published monthly by the Fire Management Officer and distributed to the parkway, region, neighboring parks, and local fire departments.
- A safety budget has been established to cover costs associated with training, safety materials, equipment, PPE and travel. Over the past 2 years approximately 24K has been attributed to the safety effort.

Hawaii Volcanoes National Park



At first it was quite disturbing to see a distinct trend in accidents relating to the Resource Management Division. The same accident types were occurring again and again. As I reviewed them I noted in April of 1999 all accidents for this work unit stopped.

I can't express how excited I am. First to know that the RM folks are still out there day to day carrying out extremely hazardous but necessary work and to see that they have taken ownership for their own safety and have demonstrated that even the most hazardous task can be done safely.

I want to congratulate Tim and all of his supervisors and employees. You have clearly demonstrated that we can make a change!

Lets keep working together park wide and learn from each other's successes.

Great Job folks!

Jim Martin



Olympic National Park

Highlights of the Implementation of a Behavior Based Safety Process at Olympic National Park

- 1996 & first part of 1997 - series of parkwide training sessions on Total Quality Safety Management introducing the following concepts 1.) Being Proactive Vs Reactive 2.) Safety is a Continuing Job, 3.) Management Support is crucial 4.) Emphasize Training, and 5.) Hazard identification before they cause accidents.
 - 8/97 - Formation of Safety Steering Team started.
 - 10/14/97 - 8 hr training session held for maintenance foremen, district rangers, and managers at Olympic and 5 other parks in the Columbia Cascade Cluster (Olympic and CCC paid for Steve Roberts, PHD, and senior partner in Safety Performance Solutions out of Blacksburg, Virginia, to be the instructor). This training provided an overview of the principles of the program and outlined the supervisor's role.
 - 10/15/97 to 10/17/97 – 3-day training session focusing on giving the newly formed ONP Safety Steering Team (along with other CCC employees who attended) the skills needed to implement and maintain a Behavior Based Safety Process.
- 11/97 to 4/98 - following are some of the major accomplishments the Steering team completed in preparation for All Employee Training and the actual observation process: * drafted and approved an agreement between the team and the management staff outlining the objectives, guidelines, resources, and accountability for implementing the Behavior Based Safety Process at Olympic, * developed a “generic” safety observation checklist that can be used with every type of work. * in January, the team toured the Portland division of Hercules. a large chemical manufacturing plant , which had implemented a behavior based safety process, using the same consultant the park had used. The Hercules Steering Committee enlightened the Team as to pitfalls and obstacles in the introduction of behavior based safety within the context of a traditional corporate organization.
 - 11/98 to 6/99 –Safety meetings with first-line supervisors, assistant superintendent, Safety Manager, and sometimes division chief and work group members. Safety in general was discussed with emphasis on BBS.
 - 5/99 – Wilderness Safety Discussion developed (see attachments)

*** What is a Behavior-Based Process?***

- Motivates safe behavior through positive.
- Uses a coaching process to correct unsafe or “At Risk” behavior.
- Organizes observation data to identify trends and problem areas.
- Assists in getting the entire organization involved in Safety.



PUBLIC SAFETY MANAGEMENT AT LAKE MEREDITH NATIONAL RECREATION AREA

A Successful Approach to Stopping Water-related Deaths



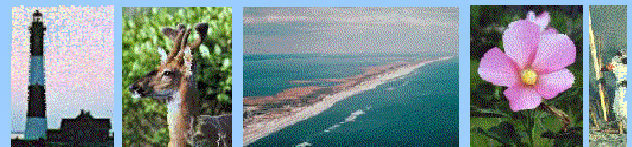
In the first 31 years and 8 months of the existence of the Recreation Area, there were 81 accidental fatalities and 17 non-accidental deaths. We have now gone 1,166 days (3 years, 2 months, 1 week, and 2 days) without a fatality from any cause. Considering only the accidental deaths, for 32 years Lake Meredith experienced an average of:

One death every 142 days, and now has gone 1,166 days without a death

- One death every 20 weeks, and now has gone 167 weeks without a death
- One death every 4.5 months, and now has gone 39 months without a death

This wonderful record may be due to God's good graces more than any other factor, but it certainly has not happened by chance. The entire park staff has worked in concert to make Lake Meredith the safest place possible for visitor recreation. People in all the park's divisions have made major contributions to this effort and all of them deserve recognition for this accomplishment.

As you will see from the write-up, many, many people, agencies, and groups had a hand in making this long string of death free days possible. The park staff knew that they could not do this alone and they enlisted help wherever they could find it. Our staff created partnerships with individuals and groups, some of whom had opposed us on other issues. Even folks who vehemently opposed establishing the boating permit system or helmet laws in the off-road vehicle areas worked with us because they saw and supported what Lake Meredith was doing to keep everyone, including them, safe. As we set new safety records at the lake, the National Park Service began to be appreciated and recognized by more people in the Panhandle and that has helped us in EVERYTHING we do.



Fire Island National Seashore *"making an improved safety difference."*

- Established a Safety Officer position and began inspections and identification of problems and solutions.
- Instituted Lyme disease testing for all employees paid for by the park. This is the first time the park has paid for regular testing. Once in the spring and once in the fall. Results are reported confidentially to employees.
- Conducted new Department of the Interior required boat operators training for all boat operators. All persons operating boats must now pass this course before they can operate a boat.
- Required all employees to wear personal flotation devices (PFDs). Purchased vest for each permanent employee and assign the vest as personal equipment. Each employee will have their name stenciled on the vest and be responsible for its maintenance and emergency equipment.

- Purchased cold-water float suits and established criteria for when they are required.
- All vehicles were inspected to meet State safety standards and some removed from service.
- Asbestos identified and removed from headquarters building.
- General emphasis on safety reinforced by all supervisors and field people.
- Initiated dermatologist screening for melanoma for all employees.
- Initiated park-sponsored Hepatitis A shots for staff.
- Commenced OSHA partnership and received a good overall inspection.

Special Safety Promotion

Produced a new Safety Boating Activity Book for visitors to Fire Island National Seashore.

The book is part of the ongoing effort to improve the safety of boaters and meet important strategic plan goals for visitor safety. The book was entirely prepared by the Seashore staff and will be distributed to visitors at no charge.



Risk Management

"It is the mission of the Risk Management Program Office to promote and to provide the support and assistance toward the achievement of the National Park Service's Risk Management Policy."

A Good Safety Attitude is Our Business

Servicewide 5-Year Projections

| Performance Measures | FY 2001 | FY 2002 | FY 2003 | FY 2004 |
|--|---------|---------|---------|---------|
| <i>Change in Employee Lost Time Injury</i> | -16% | -20% | -24% | -28% |
| <i>Change in Continuation of Pay</i> | -16% | -20% | -24% | -28% |
| <i>Lost Time Injury Rate</i> | 5.10 | 5.00 | 4.80 | 4.60 |
| <i>Continuation of Pay Hours</i> | 63,100 | 60,126 | 57,119 | 54,113 |



➡ **Goal IVa6A** - By September 30, 2005
The National Park Service employee lost time injury rate will be at or below 4.49 per 200,000 labor hours worked (100 FTE).

➡ **Goal IVa6B** - By September 30, 2005
The National Park Service total number of hours of Continuation of Pay will be at or below 51,100 hours.

INJURIES STATISTICS

The most common injuries claimed by Federal employees last year in the Office of Workers' Compensation Programs as administered by the Department of Labor.

- Strains – 24 percent
- Back conditions – 16.6 percent
- Contusions or bruises 12.4 percent
- Lacerations – 5 percent
- Puncture wounds – 3.3 percent
- Stress – 2.9 percent
- Fractures – 2.7 percent
- Tendinitis – 2.7 percent
- Carpal tunnel syndrome – 2.3 percent
- Hearing losses – 1.3 percent

► CARPAL TUNNEL SYNDROME

Caused 2.3 percent of the common injuries claimed by Federal

What's New

The National Park Service has three new Regional Workers' Compensation Managers:

Mary Chandler: Intermountain, Midwest, and Southeast Regions
Phone 402-221-3994
mary_chandler@nps.gov

Karlyn Payton: National Capital and Northeast Regions
Phone 202-619-7297
karlyn_payton@nps.gov

Steven Rosen: Alaska and Pacific West Regions
Phone 415-427-1319
steven_rosen@nps.gov

Jo Ann Pena: Servicewide Workers' Compensation Manager
Phone 202-565-1105
joann_pena@nps.gov

OWCP Agency Codes

7430 - NPS Executive Mansion
7107 - NPS Regular Employee Functions
7147 - NPS Volunteers
7157 - NPS Emergency Firefighters
7507 - NPS Job Corps Staff Activities
7206 - NPS Youth Conservation Corps Staff
7306 - NPS Youth Conservation Corps Enrollees
7221 - NPS Youth Adult Conservation Corps Staff
7321 - NPS Youth Adult Conservation Corps Enrollees

**Safety Is
No
Accident**

Risk Management Division

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- Web Management

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Risk Manager
202-565-1116

- Public Safety
- Occupational Health
- Awards/Recognition

Shirley Rowley
Safety & Health Specialist
303-969-2197

- Safety/Occ Health Standards
- Employee Accidents
- Training

Jo Ann Pena
Workers' Comp Manager
202-565-1105

- Case Management
- Investigative Service
- OWCP Liaison